

Department of Industrial Accidents
Retrospective Review Procedure - Request for Additional Medical/Clinical Information

I. Procedure for Request of Medical Information

Licensed UR reviewer determines additional clinical information is required to determine medical necessity.

By next business day, licensed UR reviewer sends Request Letter to OP requesting additional clinical information and describing type of information required to complete review. Date of request for medical information and receipt of medical information must be documented in UR case notes.

Request Letter will inform OP they have a **minimum of thirty (30) days from date of request**, to forward required clinical information.

Request Letter will also inform OP if the required medical information is not received by the 30th day from the date of request for medical information. Licensed UR reviewer will forward for initial school-to-school review and an AD will be issued.

II. Procedure for Receipt/Non-Receipt of Medical Information

A. Approval

Medical information is received on/or before 30th day. Licensed UR reviewer approves request. Approval letter sent within ten days of approval determination. Date of request and receipt of medical information must be documented in UR case notes. Approval letter includes guideline/criteria and clinical rationale.

B. (1) Licensed UR Reviewer/Unable to Approve/Medical Information Received

Medical information is received by 30th day. Licensed UR reviewer unable to approve request. Licensed UR reviewer forwards for initial school-to-school review by next business day.

B. (2) No Medical Information Received by Licensed Reviewer

No medical information received by the 30th day from the date of request for additional medical information, licensed UR reviewer will forward the request for determination for school-to-school review by the next business day. **Date of request for additional medical information and date of request for school-to-school review must be documented in UR case notes.**

III. Initial School-to-School Review

A. Approval

Initial school-to-school reviewer conducts review **within five days of referral from licensed UR reviewer**. **School-to-school-reviewer approves request**. **Approval letter sent within ten days of determination**. **Date of request for UR review and date of request for school-to-school review must be documented in UR case notes**. Approval Letter includes name and school of reviewer and guideline/criteria and clinical rationale.

A. (1) Approval - No Additional of Medical Information Required

School-to-school reviewer conducts review within five days of referral from licensed UR reviewer. School-to-school reviewer approves request, as no additional medical information is required by school-to-school reviewer. Approval letter sent within 10 days of approval determination. Approval Letter includes name and school of reviewer, guideline/criteria and clinical rationale. Date of request for school-to-school review must be document contact date in **UR case notes**.

A. (2) Adverse Determination - Non-Receipt of Additional Medical Information

Initial school-to-school reviewer completes review within five days of referral from licensed UR reviewer. Determines further medical information is needed. Initial school-to-school reviewer contacts OP by phone and/or in writing/fax within five days to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.

OP is guaranteed (30) days from date of contact to return phone call and/or provide additional information to school-to-school reviewer. No Information is received and/or phone contact is made by OP within 30 days. School-to-school reviewer issues AD. AD Letter sent within ten days of adverse determination. AD Letter includes guideline/criteria and clinical rationale.

B. (1) Approval - Further/Additional Medical Information Required By Initial School-to-School Review

1. Initial school-to-school reviewer completes review **within five days of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed.
2. School-to school reviewer **contacts OP by phone or in writing/fax within five days to discuss case and/or request additional medical information.** School-to-school reviewer must document contact date in UR case notes.

OP is guaranteed thirty (30) days from the date of contact, to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within (30) days. School-to-school reviewer determines approval. Approval letter sent within ten days of Approval determination. Approval letter includes guideline/criteria and clinical rationale. Date of request for school-to-school review must be documented in UR case notes.

C. (1) Approval - No Further/Additional Medical Information Required by Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues approval, based on medical information received by licensed UR reviewer. Approval letter sent **within ten days of approval determination. Date of request for school-to-school referral must be documented in UR case notes**. AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and Appeal procedure.

B. (2) Adverse Determination - Further/Additional Medical Information Required By Initial School-To-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed. School-to school reviewer **contacts OP by phone or in writing/fax within five days to discuss case and/or request additional medical information.** School-to-school reviewer must document contact date in UR case notes.

OP is guaranteed thirty (30) days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within thirty (30) days. School-to-school reviewer determines AD and AD letter sent within ten days of adverse determination and includes guideline/criteria and clinical rationale. Date of request for school-to-school referral must be documented in UR case notes. AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.

C. (2) Adverse Determination - No Further/Additional Medical Information Required By Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues AD, based on medical information received by licensed UR reviewer. AD Letter sent within **ten days of Adverse Determination. Date of request for school-to-school referral must be documented in UR case notes**. AD Letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.